ANNUAL REPORT

OFFICE OF THE OMBUDSMAN AND INFORMATION & PRIVACY COMMISSIONER

January 1st to December 31st, 2003

YUKON LEGISLATIVE ASSEMBLY

Office of the Ombudsman

106-06689/

OFFICE OF

THE OMBUDSMAN AND

INFORMATION & PRIVACY

COMMISSIONER

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Photos are from Herschell Island. Designated as a Yukon Territorial Park, Herschell Island is off the Yukon's north coast in the Beaufort Sea and was the overwintering grounds for American, British and Polynesian whalers from 1890 to about 1910. It continues to be the centuries-old home to the Inuvialuit and a site for traditional hunting, fishing and sealing.

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YUKON LEGISLATIVE ASSEMBLY
Office of the Ombudsman

December 2004

The Honourable Ted Staffen
Speaker of the Legislative Assembly
P.O. Box 2703
Whitehorse, Yukon
Y1A 2C6

Mr. Speaker:

I have the pleasure of presenting to you, and through you to the Legislative Assembly, the Annual Report of the Yukon Ombudsman and Information & Privacy Commissioner.

This report is submitted pursuant to Section 31(1), *Ombudsman Act* and Section 47(1), *Access to Information and Protection of Privacy Act*. The report covers the activities of the Office of the Ombudsman and the Information & Privacy Commissioner for the period January 1st, 2003 to December 31st, 2003.

Yours truly,

H Moorlag.

Hank Moorlag
Ombudsman

MISSION STATEMENT

To provide an independent, impartial means by which public complaints concerning the Government of Yukon can be heard and investigated under the *Ombudsman Act*.

To provide an effective avenue for receiving and processing public complaints and requests for the review of decisions by public bodies related to the *Access to Information and Protection of Privacy Act*.

To promote fairness, openness and accountability in public administration.

• • • THE FUNCTION OF THE OMBUDSMAN • • •

The function of the Ombudsman is to ensure fairness and accountability in public administration in the Yukon.

The Ombudsman fulfills this function by receiving complaints, conducting impartial and confidential investigations and, when warranted, recommending fair and appropriate remedies.

The Ombudsman is not government but investigates government. The Ombudsman can recommend that an authority resolve administrative unfairness, but cannot make it change its actions or decisions. The Ombudsman receives complaints from individuals and groups but is not their advocate.

The *Ombudsman Act* provides the statutory framework under which the Ombudsman carries out his function.

The Yukon Ombudsman has jurisdiction to investigate complaints about the actions, decisions, recommendations or procedures of the following:

- Departments of the Yukon Territorial Government.
- Crown corporations and independent authorities or boards.
- Public schools and Yukon College.
- Hospitals, local and regional health bodies, and governing bodies of professional organizations.
- Municipalities and Yukon First Nations governments if requested by a municipality or First Nation.

The Ombudsman does not have the authority to investigate the following:

- Complaints about actions which occurred prior to July 1996 when the *Ombudsman Act* became law.
- Complaints about the courts, the Yukon Legislature, the Yukon Elections Office, or lawyers acting on behalf of the Yukon Territorial Government.
- Disputes between individuals.
- Complaints against the federal government.
- Complaints for which there is a statutory right of appeal or review.

The Ombudsman's office is an office of last resort. This means the Ombudsman encourages any complainant to raise his or her complaint with the authority first and then to come to the office if that route is unsuccessful.

• • • OMBUDSMAN'S MESSAGE • • •

The purpose of the annual report of the Ombudsman is to place before the Legislative Assembly an account of the work of the office for the year. As in the past, this includes a statistical summary of the complaints received, highlights of cases through a discussion of the issues they present, and some general comments about what impact the office is having on public administration.

A significant part of our work in 2003 related to complaints from the Whitehorse Correctional Centre. During the investigation of these complaints, a cooperative and collaborative working relationship between our office and the Superintendent and staff enabled a strengthening of the Centre's internal complaint handling procedures and some of the institution's administrative practices.

This illustrates the fact that Ombudsman investigations, contrary to common perceptions, are not adversarial in nature. Indeed, they have the greatest positive impact when public authorities recognize the value of an independent review of policies, practices and procedures. Acting Superintendent Sharon Hickey, in her letter of December 10, 2003 said:

Offender rights, our administrative responsibilities and correctional 'justice' do not occupy many agendas, but they occupy mine. Because of your mandate, and the skill and decorum with which each of you discharged that mandate, I felt we wound up working together so as to be able to make some of the changes necessary to improve inmate living conditions and ensure their basic rights were respected.

It is very gratifying to have the work of the office acknowledged in this way, and to validate the benefit of a collaborative approach to addressing the concerns of complainants. More details of these cases are discussed beginning on page 7.

In 2003, changes to practices in regard to government contract administration were achieved as a follow-up to an investigation that was settled in 2001. The case involved a contract for services in which there was, at the tendering stage, a requirement to demonstrate technical competence. I concluded that administrative errors occurred in the bid evaluation process and recommended that in future an experienced contracting services specialist be involved in bid evaluations where complex technical elements exist. This is discussed in more detail on page 12.

The office received 79 complaints in 2003. Of these, 10 required investigation and these were added to the 24 investigations brought forward from 2002. Sixteen investigations were completed in 2003 and 18 were carried over into the new year. I am pleased to report that all recommendations made to public authorities as a result of investigations were accepted and given effect.

Ombudsman investigations have the greatest positive impact when public authorities recognize the value of an independent review of policies, practices and procedures.

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Many complaints were settled without having to complete a formal investigation and make recommendations. Section 15 of the *Ombudsman Act* contemplates informal resolution by making specific provisions for either the Ombudsman, or the head of the department or agency, to initiate direct discussions for the purpose of settling the complaint.

Much work has been done, since the Office of the Ombudsman was created in 1996, to develop working relationships with departments and agencies that will facilitate such informal settlements. In this respect, I am particularly grateful to deputy ministers who have all been very responsive to my requests for meetings, both for the purpose of settling specific issues, and also to create and foster a framework within which these discussions can take place.

Ombudsman to notify authority

15(2) The Ombudsman may at any time during or after an investigation consult with an authority to attempt to settle the complaint, or for any other purpose.

Without minimizing these very positive achievements, there is still work to do. Ineffective communication is a common thread running through most complaints. I have commented on this in previous annual reports, but it bears repeating. Often public authorities do not give adequate reasons for a decision, or an open and complete explanation for situations that give rise to complaints. Also, many complainants lack the skills to present their concerns clearly, or in some cases even respectfully. The combination is a recipe for conflict, and often results in an increase in the number of complaints to my office.

It's been said that one of the measures of a true democracy is the extent to which government not only tolerates, but actually welcomes criticism. Making a shift to this position is difficult because welcoming criticism usually runs counter to basic instincts. The personal defensiveness of public servants, if it carries over into the workplace, can easily be interpreted by the public as a reflection of corporate values. In my view, more work can be done by government on several fronts:

- Develop within departments a complaint handling process that is oriented to improving program delivery and public administration in response to public complaints.
- Train public servants to deal with conflict in productive ways. The Public Service Staff Development Branch continues to offer conflict resolution courses, but as I commented in the 2002 annual report, each department can take a more proactive approach by assessing operational requirements for this training and making its own plan for staff development based on need.
- Introduce Corporate Value Statements that can be modeled by public servants as an alternative to defensive and dismissive personal responses to criticism.

To assist government departments and agencies in developing an internal complaint handling mechanism, I offer for reference a guideline developed by my colleague, the Ombudsman for British Columbia. The guideline can be found on the BC Ombudsman web site: http://www.ombd.gov.bc.ca/reports/Public_Reports/PR40_ICM/index.html. I offer the expertise of my office as a resource to departments in the development of internal complaint mechanisms.

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OMBUDSMAN ISSUES

In presenting a description of our case work over the year, we provide here a discussion of issues that arose and use the information from individual case files to indicate how those issues were addressed. This approach to reporting our case work is taken for two reasons. The first is that it is more instructive to bring specific issues into focus rather than simply describe the details of a case. The second reason is to respect the confidentiality requirements of the *Ombudsman Act*.

A core principle under which the Ombudsman operates is that investigations are confidential and conducted in private. The outcome of an investigation is only reported to the complainant and the authority against whom the complaint was made. This confidentiality facilitates the openness, the frankness and the non-adversarial approach that characterizes an Ombudsman investigation.

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Nevertheless, the *Ombudsman Act* requires the office to report on its work in the annual report and it would be difficult to do so without providing a summary of cases investigated. The following summaries are presented in the context of specific fairness standards or grounds set out in section 23 of the Act. These are the grounds upon which the Ombudsman may base a decision that an authority acted unfairly.

Procedure after investigation

23(1) Where, after completing an investigation, the Ombudsman believes that

(a) a decision, recommendation, act or omission that was the subject matter of the investigation was
- **(i) contrary to law;**
- **(ii) unjust, oppressive or improperly discriminatory;**
- **(iii) made, done or omitted pursuant to a statutory provision or other rule of law or practice that is unjust, oppressive or improperly discriminatory;**
- **(iv) based in whole or in part on a mistake of law or fact or in irrelevant grounds or consideration;**
- **(v) related to the application of arbitrary, unreasonable or unfair procedures; or**
- **(vi) otherwise wrong;**

(b) in doing or omitting an act or in making or acting on a decision or recommendation, an authority
- **(i) did so for an improper purpose;**
- **(ii) failed to give adequate and appropriate reasons in relation to the nature of the matter; or**
- **(iii) was negligent or acted improperly; or**

(c) there was unreasonable delay in dealing with the subject matter of the investigation, the Ombudsman shall report his or her opinion and the reasons for it to the authority and may make the recommendation he or she considers appropriate.

Procedure after investigation

23(2) Without restricting subsection (1), the Ombudsman may recommend that

(a) a matter be referred to the appropriate authority for further consideration;

(b) an act be remedied;

(c) an omission or delay be rectified;

(d) a decision or recommendation be cancelled or varied;

(e) reasons be given;

(f) a practice, procedure or course of conduct be altered;

(g) an enactment or other rule of law be reconsidered; or

(h) any other steps be taken.

When a person has a complaint about an authority, that person is generally encouraged to use any existing internal complaint process before coming to the Ombudsman. If the existing complaint mechanism proves unsatisfactory, he or she can return to the Ombudsman with the complaint. Section 14(c) of the *Ombudsman Act* allows the Ombudsman to make a discretionary decision to refuse to investigate if an existing administrative procedure provides an adequate remedy for the complainant.

Refusal to investigate

14 The Ombudsman may refuse to investigate or cease investigating a complaint where in his or her opinion

(c) the law or existing administrative procedure provides a remedy adequate in the circumstances for the person aggrieved, and if the person aggrieved has not availed himself or herself of the remedy, there is no reasonable justification for his or her failure to do so;

Adequacy of Internal Complaint Mechanism

In one case completed in 2003, an inmate at Whitehorse Correctional Centre (WCC) came to the Ombudsman because he felt his complaint about the inappropriate conduct of a staff member had not been acted on by WCC authorities. He explained that he had made an internal complaint that the officer's negative behavior and attitude toward him were inappropriate.

The investigation confirmed that the inmate's report had been received by WCC staff, but no action had been taken in relation to the inmate's concerns. In the course of the investigation, it became apparent the existing complaint mechanism for receiving, investigating and acting on complaints from inmates about staff conduct or behavior did not meet the required fairness standard set by existing WCC policy.

The Ombudsman recommended that WCC review the procedure for receiving and investigating complaints to ensure that the process for dealing with the complaint was fair, impartial and timely. WCC committed to a review and modification of its policy and practices to put a fair and impartial complaint mechanism in place.

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Balancing Institutional and Individual Rights

WCC officials recognize Ombudsman investigations as a means of obtaining or gathering information to help WCC, in the words of one Superintendent, "find the balance between institutional security and offender rights". That Superintendent sees the Ombudsman as "an important partner in ensuring that the work done and the human services provided are fair, accountable and lawful".

In 2003, the Ombudsman conducted investigations into several complaints and advised WCC of the findings. The Ombudsman and WCC then held discussions about what WCC would do in response to administrative problems identified as a result of the investigations. In most instances, the Ombudsman was satisfied with WCC's corrective actions, which settled the complaints without a formal report.

In one case, an individual with existing medical conditions was sentenced to incarceration. At sentencing, the Superintendent of WCC made submissions to the Court that all of the inmate's medical needs could be accommodated. However, at the time of admission, the medical dorm, normally used for inmates with medical needs, was occupied. Consequently, the inmate voluntarily agreed to be temporarily housed in a Segregation Unit. The only Unit available was Segregation #1, which is known by inmates as "the hole", as it is normally used for disciplinary segregation. The complainant felt he was being treated as though he were in that cell for disciplinary sanctions rather than for purposes of special medical attention.

This complaint was substantiated on the following grounds. The first is that the WCC segregation policy in effect at the time was used for an improper purpose. When a decision, recommendation, action or omission is based on otherwise proper policies and procedures but is used to achieve an improper purpose, it is unfair. This can occur when the intent of the policy or procedure is ignored or disregarded in order to affect a particular outcome. In this case, WCC was applying disciplinary segregation policies improperly to this inmate. The second ground was that the actions were oppressive. Actions are oppressive when they have an effect which is unduly punitive, harsh or harassing on an individual.

WCC introduced a "Special Instructions Form" for all inmates in segregation to itemize the unique conditions for the placement of each inmate. The Ombudsman was satisfied that this change effectively resolved this complaint.

In a related complaint, this same inmate, once he realized the conditions under which he was placed, used WCC's internal complaint mechanism, the Request Form, to bring forward his concern. The inmate subsequently complained to the Ombudsman that WCC did not respond to his Request Form in an acceptable manner, because both times he gave the request to corrections officers, it was returned to him unanswered.

This complaint was substantiated on the ground that WCC acted improperly because the corrections officers knew, or ought to have known, they did not act in accordance with the Inmate Requests policy. An authority acts improperly when it intentionally, or by neglect, breaches a duty which it owes towards a person and thereby creates adverse consequences.

WCC identified that the format of the Inmate Request Form in use at the time was not conducive to good administrative practices. With input from the Ombudsman, the form was revised to ensure that the policy regarding the internal complaint mechanism would be properly followed. The Ombudsman was satisfied that these changes effectively resolved this inmate's complaint.

In another case, an inmate complained to the Ombudsman that excessive force was used by staff at WCC. During the ensuing investigation, the institution's policy on restraint and use of force was examined to determine if there was compliance with the policy. Although the use of force was not found to be excessive, it was found there was a complete failure to take certain actions after the use of force and to report in the prescribed form required by the policy. As a result, the complaint was substantiated as "otherwise wrong". An act, omission, decision or recommendation can be found to be "wrong" if it clearly departs from a policy, process, or procedure which sets out the proper course of action to be followed.

Discussions led to a settlement without the need for a formal report. WCC agreed to ensure that all staff is familiar with the policy requirements. As well, instruction on the policy requirements will be included as staff is recertified in restraint procedures, an initiative under way. The Ombudsman was satisfied these changes effectively resolved the inmate's complaint.

The Ombudsman received another complaint about a disciplinary hearing at WCC. The hearing was recorded, as required by the Inmate Rules and Discipline policy. The complaint concerned the fact that the hearing officer turned off the tape recorder, at which time there was an angry exchange between the hearing officer and the inmate. Investigation confirmed that the hearing officer acted improperly, thus undermining the integrity of the hearing process and compromising the fairness of this disciplinary hearing.

WCC agreed that officers who hear discipline matters needed to be appropriately trained and began to do so. WCC also agreed that there needs to be a more independent and objective process for hearing disciplinary infractions. This will be examined more closely during the review of the *Corrections Act*. WCC's commitment to ensuring procedural fairness in disciplinary hearings satisfied the Ombudsman and the complaint was settled without a formal report.

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Mistake in Calculating Remission

In one case completed in 2003, an inmate at WCC contacted the Ombudsman when he was unable to convince the administration that an error had been made in the calculation of his sentence. He believed that the Sentence Administrator had failed to credit him with 12 days of earned remission time. Although he had provided information to the Sentence Administrator and senior management about the error, he had been unable to persuade them that a mistake had been made in the calculation. The failure to credit the earned remission time affected the date of his release from jail.

The investigation confirmed that the Sentence Administrator had failed to credit the inmate with the 12 days of remission time. WCC officials agreed to review the matter and subsequently recalculated the inmate's early release date to include the 12 days remission that had not been credited to him, thus resolving the inmate's concern.

In the course of the Ombudsman's investigation, it became apparent WCC's administration of remission time was not in keeping with the legislative requirements for awarding and forfeiting remission time. In response to the investigation of this matter, WCC agreed to develop a comprehensive policy related to the administration of inmate remission time which would include the following:

- A clear statement of the legal requirements for crediting and forfeiting remission.
- A description of the method for calculating remission and determining early release dates.
- A requirement that an ongoing summary of credits and forfeitures of remission time be placed on the inmate's file.
- A requirement to provide adequate documentation to the inmate of credits earned and lost on a regular basis.
- Guidelines for the forfeiture of remission as a disciplinary sanction.
- A process for an impartial good faith review of sentence calculations where a dispute arises about the correctness of the calculation.

WCC also committed to a review of current inmate files to ensure that the legal requirements for credit and loss of remission had been met in other cases regardless of whether a concern had been expressed.

This case demonstrates how complaints to the Ombudsman may provide a resolution for the person affected and can lead to policy development which assists the authority in carrying out its responsibilities fairly for everyone.

Unreasonable Delay

A failure to respond, or a delay in communicating a decision or in taking action, can have serious consequences for the person affected by the failure or delay. Whether delay is unreasonable depends on the individual circumstances. Delay generally is unreasonable whenever service to the public is postponed improperly, inconsistently, unnecessarily or for some irrelevant reason.

Often in those cases where the delay results from an inadvertent administrative error, contact from the Ombudsman's office is sufficient to resolve the matter without further investigation. If delay occurs routinely or appears to be the result of a systemic problem, the Ombudsman may undertake an investigation into the matter.

In 2003, an individual received a bill from Highways and Public Works for the costs associated with removal of his vehicle from the side of the highway. He contacted the Ombudsman, saying he had not received a reply to his letter to the authority. He was asking for an explanation as to why he had not been given an opportunity to remove the vehicle himself and he requested a breakdown of the costs billed to him. The authority had turned the bill over to Finance for collection but the complainant felt he should have an opportunity to review the bill before paying it.

The Ombudsman contacted the senior administrator, who agreed the complainant was entitled to a response to his request for information in a timely manner and that the failure to respond was an oversight on the authority's part. The authority agreed to immediately provide the complainant with the information he requested. Given the authority's commitment to take immediate steps to respond to the complainant, the Ombudsman determined that further investigation was not necessary.

In another case, an individual complained there had been unreasonable delay in receiving a decision regarding a matter involving Energy, Mines and Resources. The complainant believed a decision was to be made in 2000 about a request to have a small business loan forgiven. The individual did not hear further from the authority and assumed the request had been granted. In 2003, after reading in a newspaper article that the loan was outstanding, the applicant learned this might not be the case. In the interim, responsibility for these matters had transferred from Energy, Mines and Resources to Finance. The individual wrote Finance asking for a decision but did not receive a response.

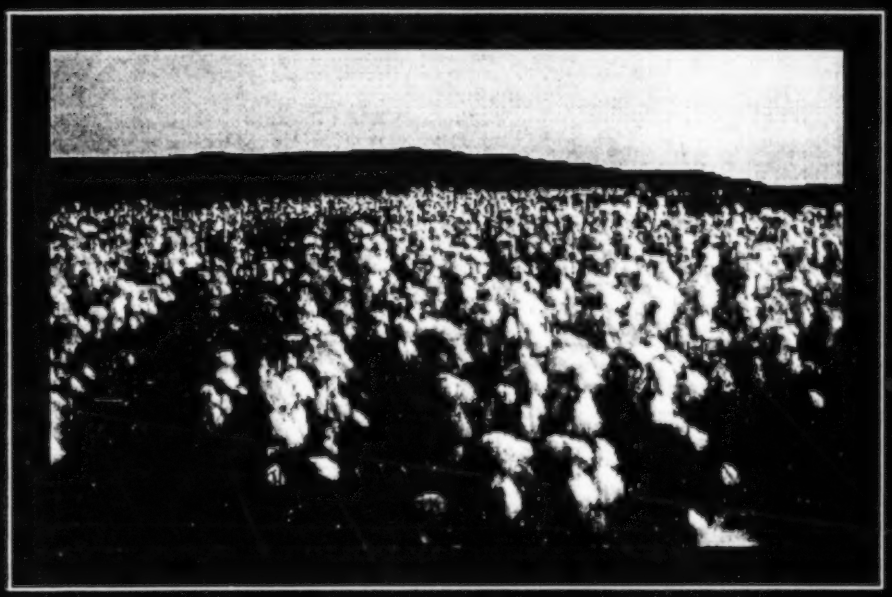
At investigation, Finance acknowledged that it had not responded as it should have, and agreed to provide the individual with a letter of its decision and to apologize for the delay. This resolved matters for the individual and the Ombudsman considered the matter settled.

The Ombudsman met with the Deputy Minister of Energy, Mines and Resources about the lack of action in responding to the complainant's initial request to have the loan forgiven. A decision had, in fact, been made shortly after the request was received, but it had not been communicated to the complainant. The departmental official handling the file believed there was no obligation, in the circumstances, to notify the individual. The Deputy Minister agreed the notification should have been made promptly and that the failure to do so contradicted the department's service delivery standards. The Deputy Minister undertook to confirm and enforce these standards in program delivery. This settled the complaint.

Evaluating Contract Bid Proposals

Following an investigation into a complaint about an improper bid evaluation process, the Ombudsman concluded in 2003 that administrative errors occurred. The tender document on which the bid proposals were made, required an assessment of technical competence through training and experience. The Ombudsman determined that the evaluation committee compromised the objective of the tender document by awarding points on the basis of assurances and sincere intent rather than on existing capabilities. Although the contracting authority rationalized the point allocation by interpreting the criteria in a way that accommodated a promise or intent on the part of the proponent, the Ombudsman concluded this was not the purpose of the contract specifications.

The Ombudsman expressed the view that both proponents ought to have been held to the same standard in meeting the specifications. The investigation came to no conclusion about which of the two proponents should have been awarded the contract; that was not its aim. Rather, it only examined the fairness of the evaluation process. The Ombudsman recommended that in future an experienced contracting services specialist be involved in bid evaluations where the assessment of complex technical competence is an issue. The recommendation was accepted.



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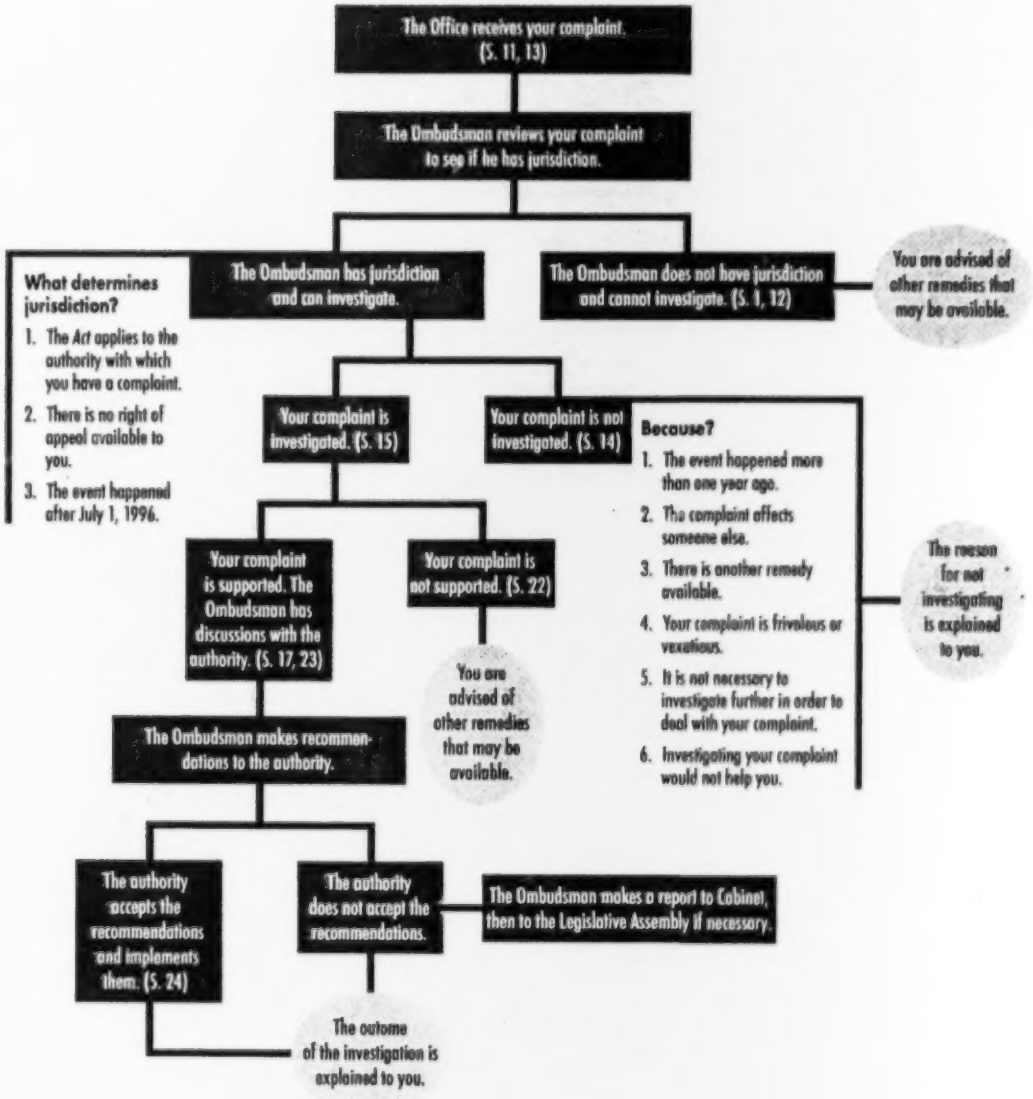
• • • OMBUDSMAN FLOW CHART OF COMPLAINTS • • •


The Office receives your complaint. (S. 11, 13)
The Ombudsman reviews your complaint to see if he has jurisdiction.
What determines jurisdiction?
1. The Act applies to the authority with which you have a complaint.
2. There is no right of appeal available to you.
3. The event happened after July 1, 1996.
The Ombudsman has jurisdiction and can investigate.
The Ombudsman does not have jurisdiction and cannot investigate. (S. 1, 12)
You are advised of other remedies that may be available.
Your complaint is investigated. (S. 15)
Your complaint is not investigated. (S. 14)
Because?
1. The event happened more than one year ago.
2. The complaint affects someone else.
3. There is another remedy available.
4. Your complaint is frivolous or vexatious.
5. It is not necessary to investigate further in order to deal with your complaint.
6. Investigating your complaint would not help you.
The reason for not investigating is explained to you.
Your complaint is supported. The Ombudsman has discussions with the authority. (S. 17, 23)
Your complaint is not supported. (S. 22)
You are advised of other remedies that may be available.
The Ombudsman makes recommendations to the authority.
The authority accepts the recommendations and implements them. (S. 24)
The authority does not accept the recommendations.
The Ombudsman makes a report to Cabinet, then to the Legislative Assembly if necessary.
The outcome of the investigation is explained to you.

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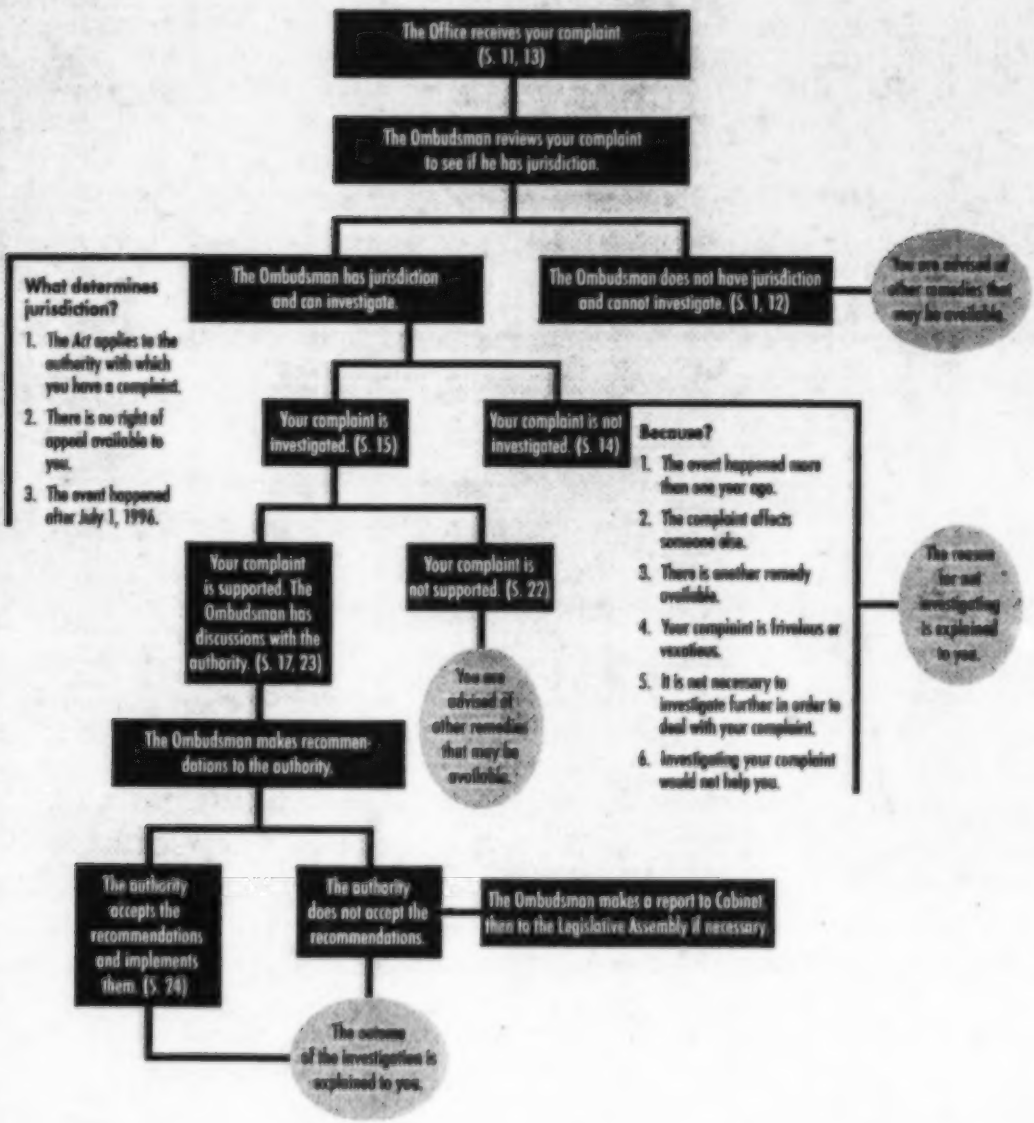
• • • OMBUDSMAN FLOW CHART OF COMPLAINTS • • •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The authority accepts the recommendations and implements them. (S. 24)
The authority does not accept the recommendations.
The Ombudsman makes a report to Cabinet, then to the Legislative Assembly if necessary.
The outcome of the investigation is explained to you.

JURISDICTIONAL FILES HANDLED IN 2003

Brought forward from 2002		29
	investigations	23
	not yet analyzed	6
Received in 2003		79
TOTAL		**108**
Completed in 2003		89
Carried over to 2004		20
	investigations	18
	not yet analyzed	2

RESOLUTION OF JURISDICTIONAL COMPLAINTS RECEIVED IN 2003

Opened as investigation	10
Referred to another remedy	33
Further investigation not necessary	1
Insufficient information provided	11
No benefit for complainant in investigating	1
Complaint withdrawn	3
Otherwise resolved	1
Not yet analyzed	2
Legislated appeal exists	7
Not an authority (non-jurisdictional)	10
TOTAL	**79**

INVESTIGATIONS HANDLED IN 2003

Brought forward from 2002	23
Opened in 2003*	11
TOTAL	**34**
Completed in 2003	16
Carried over to 2004	18

* Includes one complaint received in 2002, but opened as investigation in 2003.

OUTCOME OF INVESTIGATIONS COMPLETED IN 2003

Complaint substantiated after investigation	–
Complaint not substantiated after investigation	1
Complaint discontinued	5
Complaint settled	10
TOTAL	**16**

NON-JURISDICTIONAL COMPLAINTS

Businesses	8
Courts	2
CPP, UIC & Revenue Canada	1
Federal	6
Municipalities	1
Other	4
Other provinces	1
RCMP	1
TOTAL	**24**

These requests often require time to research before being referred to other agencies for assistance.

• • • STATISTICAL SUMMARIES – OMBUDSMAN • • •

COMPLAINTS RECEIVED IN 2003 – BY AUTHORITY

AUTHORITY	OPENED AS INVESTIGATION	NOT OPENED AS INVESTIGATION	NOT ANALYZED	TOTAL
Community Services	1	2	–	3
Education	–	1	–	1
Energy, Mines and Resources	1	1	–	2
Environment	–	–	2	2
Finance	2	–	–	2
Health and Social Services	–	13	–	13
Highways and Public Works	2	4	–	6
Infrastructure	–	2	–	2
Justice	–	7	–	7
Public Service Commission	2	2	–	4
Registered Nurses' Association	–	1	–	1
Tourism	–	2	–	2
Whitehorse Correctional Centre	2	13	–	15
Yukon Hospital Corporation	–	1	–	1
Yukon Housing Corporation	–	2	–	2
Yukon Workers' Compensation Health & Safety Board	–	6	–	6
Not an authority	–	10	–	10
TOTAL	**10**	**67**	**2**	**79**

OMBUDSMAN REQUESTS FOR INFORMATION

TOTAL	**85**

Requests for information often require time to research.

WEBSITE LINKS

Yukon Office of the Ombudsman
Information about the Yukon Ombudsman and Information & Privacy Commissioner.
www.ombudsman.yk.ca

Government of Yukon
Links to Yukon facts, travel information, government, government leaders, and news.
www.gov.yk.ca

Yukon Records Manager
The Records Manager has responsibility under the Act to receive all requests for access to information and coordinates the handling of the requests with the public body having custody or control of the responsive record.
www.hpw.gov.yk.ca/ict/atipp/

Alberta Office of the Ombudsman
Information about the Alberta Ombudsman.
www.ombudsman.ab.ca

British Columbia Office of the Ombudsman
Information about the British Columbia Ombudsman.
www.ombudsman.bc.ca

Manitoba Office of the Ombudsman
Information about the Manitoba Ombudsman and Information & Privacy Commissioner.
www.ombudsman.mb.ca

Nova Scotia Office of the Ombudsman
Information about the Nova Scotia Ombudsman.
www.gov.ns.ca/ombu/

Ontario Office of the Ombudsman
Information about the Ontario Ombudsman.
www.ombudsman.on.ca

Alberta Information and Privacy Commissioner
A variety of information pertaining to the Alberta *Freedom of Information and Protection of Privacy Act*, as well as information about the Commissioner's Office.
www.oipc.ab.ca/

British Columbia Information and Privacy Commissioner
Includes legislation, orders, information on decisions, investigations as well as other reports, information about the office, policies, news releases, publications, and useful links.
www.oipcbc.org/

Ontario Information and Privacy Commissioner
Includes Access and Privacy Acts, annual reports, a selection of investigations, policy papers, orders that have been issued by the office and links to other relevant sites.
www.ipc.on.ca/

Information Commissioner of Canada
Information about the Federal Information Commissioner and links to Access to Information Acts, reports, publications, and speeches.
www.infocom.gc.ca

Privacy Commissioner of Canada
Information about the Federal Privacy Commissioner and links to Privacy Acts, reports, presentations and numerous e-commerce sites.
www.privcom.gc.ca

International Ombudsman Institute
Worldwide organization of Ombudsman offices.
www.law.ualberta.ca/centres/ioi/

Open Government Canada
A freedom of information coalition seeking a national voice for freedom of information users.
www.opengovernmentcanada.org

Information Access and Protection of Privacy Certificate Program
An online distance course provided by the University of Alberta, Faculty of Extension. This course was developed as a response to the need for accredited access and privacy specialists to meet the demands of increasing growth in access and protection of privacy legislation.
www.govsource.net/programs/iapp/index.nclk

Personal Information Protection and Electronic Documents (PIPED) Act
General information and tips for individuals, businesses and the health sector relating to this new legislation.
www.privcom.gc.ca/information/02_05_d_08_e.asp